

**Iowa Department of Natural Resources
Natural Resource Commission**

ITEM

11

DECISION

TOPIC

ITB Application Maintenance and Enhancement Contract with Diamondhead Documentation

The Department requests the Commission to approve a contract with Diamondhead Documentation to provide application maintenance and enhancement support to the Department's Information Technology Bureau (ITB). The contract shall terminate by January 6, 2010 and shall not exceed \$100,000.

The Department uses over 100 different applications, most of which were developed by an outside vendor, and ITB does not have staff resources in place for application development and maintenance for all of these applications. The current practice is for bureaus in need of assistance to contract separately with vendors to provide these services. Not only can these individual processes take time, but they do not allow the Department to take advantage of economies of scale by providing vendors more work. This current contract will allow the Department to have the appropriate support resources available on an "as needed" basis and will guarantee better oversight of this work with input from ITB. The Department initiated the process of consolidating all application maintenance services in November of 2007 by awarding two contracts for 1,200 hours. This contract now consolidates additional work which had been done under other contracts.

The Department shall pay Diamondhead Documentation at a rate not to exceed \$50 per hour for technical writing services, for not more than 2,000 hours. Program bureaus will be responsible for paying for the services from their own budgets.

Five companies responded the RFP to provide C# .Net, Microsoft Reporting Services and SQL Server 2000 development and technical writing services. After review of the resumes by a team of three DNR staff, three companies were selected for interviews. ITB selected two different companies with varying types of expertise to be able to address the complete needs of the Department. This contract represents one of those two recommended for award.

Sally Jagnandan, Interim Administrator
Management Services Division
January 8, 2009